Note to the Reader

This Concept of Operations (ConOps) Template presents the processes by which programs identified for program management and oversight shall be managed. It is provided as general guidance to assist the Program Manager and Integrated Program Team in managing the day to day operation of the specific program's management plan. You are encouraged to tailor the template and make additions or subtractions as your professional judgement deems necessary. Through this activity, keep in mind that this document is central to a successful program and requires thoughtful deliberation, meaningful participation and careful documentation.

While using this template, remember that:

Bold text is boilerplate information

Italics illustrate an instruction or direction

The ✑ symbol highlights notes, suggestions or questions

Concept of Operations

For

[Insert Program Name Here]

This Concept of Operations presents the processes by which (enter program name) **shall be managed. This document's components include:**

1) **Business Rules**
   a) **Participation**
   b) **Flow of Activity**
   c) **Communication Protocol**
2) **Participants' Roles and Responsibilities**
3) **Relationship Between the Contract Management and Program Management Activities**

Business Rules

The following rules guide the program participants through the day to day management and operation involving the (enter program name).

Participation

All Government and contractor participants <u>must</u> execute a Confidentiality Statement (CS) prior to receiving <u>any</u> program management sensitive information. Integrated Program Team (IPT) members not privy to program management sensitive information are not required to sign the document. They must, however, receive a CS and acknowledge that they understand and will comply with the stated requirements. All new participants will be directed to the Program Manager (PM) who will issue the CS. The original is kept by the PM, who will maintain the list of authorized participants.

Prior to all meetings, attendees will be screened against the list of authorized participants. In the event a participant does not abide by the stated requirements, the PM may remove that individual from this program.

> ☞ Depending on the scope of the program, a Co-Program Manager may be assigned to provide additional management support. In this instance, the manager may delegate confidentiality documentation duties to the Co-PM.

Attendance at IPT meetings is normally limited to IPT members and those directly invited by the PM. Attendance at Working-level Integrated Program Team (WIPT) meetings is limited to WIPT members and direct invitations from the WIPT chair.

There may be meetings with participation from other areas within the TRICARE Management Activity; core PM&I staff that may consist of Government, military, and/or contractors; or staff from the Surgeons General offices. The PM may invite the individual(s) to attend specific meetings. The PM will be responsible to ensure the invited personnel are instructed on the TRICARE PMO business rules regarding program sensitive information. IPT members may also recommend to the PM that an individual or group attend a meeting(s) to assist in issue resolution.

☞ IPT members should identify an individual from their workspace to serve as an alternate IPT member for those meetings they can not attend. While alternate IPT members will not be required to attend or participate in regularly scheduled IPT meetings and tasking, they will be responsible for compliance with the rules identified in this Concept of Operations.

☞ A list of these individuals should be maintained by the PM, along with their signed CS as well.

In the event a discussion at an IPT meeting results in a vote for a particular issue, alternate IPT members may provide input but not serve as a voting member.

Flow of Information

All items (contracts requirements, documents, questions, comments, information requests and issues) concerning the various areas that comprise a specific program's management plan or regarding the status of the program will be initially directed to the PM unless otherwise delegated by the PM to a designated IPT member. The PM will keep a log of items to include: source, data received, data resolved, action officer (either an individual, IPT, or WIPT), status and disposition. The PM will not release any information regarding the (insert program name) **to authorized participants unless a need to know exists.**

Communication Protocol

Email communication within the Health Affairs/TRICARE Management Activity (HA/TMA) Network is secure for sensitive information and authorized provided:

- **The email has "Procurement Sensitive" printed at the top and bottom of the email in legible print**

- **All recipients have a need to know and have agreed to the terms of the CS**

- **No recipient is located outside of the TMA Local Area Network (LAN)**

Documents and files sent to authorized participants outside of the HA/TMA network must be accomplished using traditional safeguarding measures such as approved Courier Services (i.e., Federal Express) unless a secure email communication channel has by approved by the PM.

✍   Any questions regarding these procedures should be forwarded to the PM who will
        resolve the issue.

Participants Roles and Responsibilities

Figure 1 illustrates the functional program management structure for the TRICARE PMO management structure. For an itemized description of key members who have a role in Program Management under this functional structure, refer to Section 1, page 4 (TRICARE PMO Roles and Responsibilities).

Figure 1

TRICARE Program Management Functional Organizational Chart
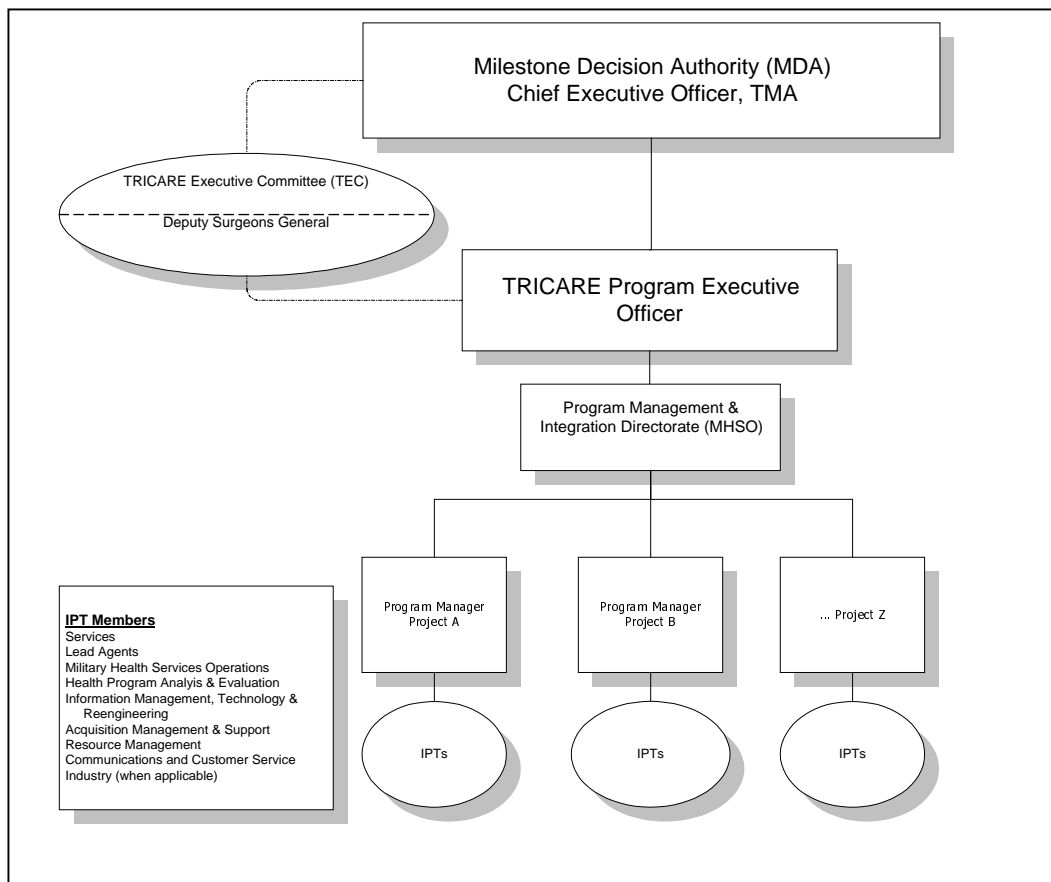
Relationship Between the PM&ID and Program Management Activities

Program Management & Integration Activities will be coordinated through the PM&I Directorate to ensure the successful completion of all program management initiatives

identified for management and oversight by the PMO. The objectives of the collaboration are to eliminate duplication of effort between the multiple activities, and integrate Program Management programs and projects and to secure the efficient procurement of identified deliverables. All activities will use a teamwork approach to identify issues, resolve those issues, and keep the deliverables on a schedule to meet established milestones.

The PM&ID and selected PMs will work closely together to coordinate activities and share information. A collaborative approach will be taken to meet identified milestones and resolve issues critical to the overall PMO success.

Approval

(Co) Program Manager   **Date**
[Add another signature line if Co-Program Manager applies]

TRICARE Program Executive Officer   **Date**

Milestone Decision Authority   **Date**